

# **Administration**

Utility Billing Clerk I

Internal 4/13 through 4/18

Also open to Outside Applicants from 4/13 through 4/27

Final Applications taken through the close of business on April 27, 2015.

Interviews and selection by May 1, 2015

If Internal applicant is suitable by 4/18, then posting will be CLOSED.

## Job Title: Utility Billing Clerk I/II

**Job Summary:** This position is responsible for generating and processing water bills, payments and account information.

### **Major Duties:**

- Process and print water bills generated from meter readings; distribute via US mail to City residents;
- Collect and process bill payments; process overdue accounts and arrange for cut off and reconnection of service;
- Receive and process, in a timely manner, requests for new water and garbage service;
- Calculate water and sewer impact fees to be applied;
- Receive and address customer concerns, complaints and suggestions regarding water, sewer and sanitation service;
- Monitors current utility accounts on an on-going basis to spot fluctuations that may warrant further attention;
- Types documents, forms and other correspondences as necessary;
- Prepares work orders for repairs.
- Processes invoices and prepares purchase orders as required by purchasing and accounting procedures.
- Processes requests for utility locates from UPC and other agencies.
- Performs other duties as required.

### **Knowledge Required by the Position:**

- Knowledge of basic accounting principles;
- Knowledge of Georgia record maintenance and retention laws;
- Knowledge of Modern organization and management principles;
- Knowledge of office procedures and equipment;
- Knowledge of public relations techniques;
- Knowledge of City codes dealing with utilities;
- Skill in operating modern office equipment;
- Ability to communicate clearly, concisely, and effectively, verbally and in writing;
- Ability to understand and follow oral and written instructions;
- Ability to apply bookkeeping principles to the maintenance of standard fiscal and accounting records;
- Ability to make arithmetic computations and tabulations rapidly and accurately;
- Ability to maintain strict confidentiality;
- Ability to work cooperatively with other City employees and the public.

**Supervisory Controls:** Work is assigned by the City Manager in terms of overall city goals and objectives.

**Guidelines:** Guidelines include the City fiscal and purchasing policies and procedures and the Personnel Policy and Procedures Manual as well as local, state and federal law for records retention and management.

**Complexity:** The work consists of a variety of both routine office tasks along with complex tasks involving travel, training, and bid processes.

**Scope and Effect:** The purpose of this position is to receive and process various utility payments.

**Personal Contacts:** Contacts are typically with co-workers and the general public.

**Purpose of Contacts:** Contacts are typically to give and exchange information and provide services.

**Physical Demands:** The work is typically performed with the employee sitting at a desk. The employee uses tools or equipment requiring dexterity.

**Work Environment:** The work is typically performed in an office.

**Supervisory and Management Responsibility:** None.

**Minimum Qualifications:**

High school diploma or equivalent; one (1) to three (3) years' experience in general office, customer service, finance or related field; equivalent combination of education and experience.

Completion of competency in city Incode Billing and water/sewer operations required for consideration for Level II.

**Pay Grade(s):**

Utility Billing Clerk I (Grade 53)

Utility Billing Clerk II (Grade 56)